



STANDARD GROUP BOOKING & CANCELLATION POLICIES 2020/2021

**Policy applicable for all group reservations in Condominiums, Stonebridge Lodge, Stonegate Resort, Sundance Resort, Sundance Townhomes & Cabins, Vacation Homes, Chateau Big White, Inn at Big White & White Crystal Inn*

GROUP PAYMENTS

Group Accommodation Payment Schedule

Time Frame	Group Size	Policy
Within 15 days of making the booking	All Groups	20% of total accommodation charge non-refundable/non-transferable deposit (minimum \$500 / maximum \$5,000 per group)
60 days prior to arrival	All Groups	50% of total accommodation balance
30 days prior to arrival	All Groups	Full remaining accommodation balance
Bookings made within 30 days of arrival	All Groups	Full accommodation charge due at time of booking
Upon arrival - check in - All units	All Groups	Security Deposit / Credit Card Pre-Authorization

Group Lift, Lesson, Rental, Transportation/Porterage, Conference Room, Activities, Food & Beverage Payment Schedule

Time Frame	Group Size	Policy
15 days prior to arrival	All Groups	Full activities payment
<p>**Big White Central Reservations requires one payment per group; no individual payments will be accepted. If payment is not received by the due date the booking will be cancelled and will be subject to the applicable penalties.</p> <p>**On check in a group credit card pre-authorization covering all rooms will be required from the group leader or individual credit card pre-authorizations per room in the amount of the first night's rack room rate.</p> <p>**Payments may be made by: MasterCard, VISA, American Express, Diners Club, Discover Card, company cheque, wire transfer or money order. All payments must be made in Canadian Dollars. Personal cheques are not accepted. All company cheques must be made payable to Big White Central Reservations Ltd. Please include the name of your group & our invoice number on the cheque stub or as the wire transfer reference.</p> <p>****Please be advised that the government can enforce changes to taxes at any time until your booking is paid in full and any increases must be paid for by the group.</p>		

Please ensure all group members receive this link with the Lift Ticket Release of Liability information - <http://www.bigwhite.com/ticket-exclusion>

GROUP CHANGES & CANCELLATIONS

Group Accommodation Change & Cancellation Policy

Time Frame	Applicable to	Policy
Bookings made before September 1st, 2020	All Groups	Reservations can be cancelled with a full refund up to September 1, 2020. From September 2nd, 2020 there is no refund on the deposit of your booking. Big White Central Reservations Groups Department can request the group to confirm or release space based on inventory requirements at any time.
September 2nd & up to 90 days prior to arrival	Entire Group Cancel	Forfeit initial deposit. Rate adjustment may apply if group falls below 20 guests.
	If 2-4 units are booked	1 unit may be cancelled at no penalty - additional units cancelled will forfeit 20% of total unit charge. If group drops below 20 people rate adjustment may apply.
	If 5 or more units are booked	20% of units may be cancelled at no penalty - additional units cancelled will forfeit 20% of total unit charge. If group drops below 20 people rate adjustment may apply.
90 to 30 days prior to arrival	All groups	Big White Central Reservations Groups Department can request the group to confirm or release space based on inventory requirements at any time.
	If Entire Group Cancels	Forfeit 50% of total accommodation charge.
At 90 days prior to arrival	Units cancelled	For each unit cancelled, forfeit 50% of total unit charge. If group drops below 20 people rate adjustment may apply.
	Changes to units booked	At 90 days prior to arrival, any further changes to units, i.e. Moving from one held unit to another not held unit, will be treated as a cancellation and charges as outlined in this policy will apply.
Within 30 days of arrival	All Groups	Forfeit 100% of accommodation portion of booking including initial deposit.
Bookings made within 30 days of arrival	All Groups	Within 48 hours from the time of booking you may cancel with full refund. After 48 hours forfeit 100% of the accommodation portion of booking or each room cancelled including the initial deposit.

Group Lift, Group Lesson, Rental, Transportation/Porterage, Conference Room, Activities, Food & Beverage Cancellation Policy

Time Frame	Applicable to	Policy
Up to 8 days prior to arrival	All Groups	No penalty.
Within 7 days of arrival	All Groups	For Lift, Lesson & Rentals, you may cancel up to 10% of product ordered at no penalty. Cancelling Food & Beverage or reducing guest numbers, Transportation/Porterage, Activities & Conference Room will forfeit 100% of product booked.

FLIGHT CHANGE & CANCELLATION

All flight Change & Cancellation policies are non negotiable and are set by the Airlines. Please see above Services Contract for all Change & Cancellation policies and Deadlines.

GROUP INFORMATION

Required Information Schedule

Time Frame	Applicable to	Policy
At time of booking	All Groups	Group & Trip Leader Contact Details (name, mailing address, telephone number, cell phone number, email address). Completed Quote request form (to be completed by Groups Coordinator or Group Organizer).
15 days prior to arrival	All Groups	Rooming List (first & last name of guests, including children & unit assigned), Lift, Lesson & Rental Ticket Order Confirmation, Itinerary (including activities, reservations, transport, arrival & departure times, flight or coach details), security deposit confirmation.

Additional Standard Group Stipulations

- **A group leader is required to act as liaison between Big White Central Reservations Groups Department & the group. Details of a group booking will not be discussed with individual guests that are part of the booking - all correspondence must be directed through the group leader.**
- ** Where "room" is specified this constitutes either hotel room or whole condo unit.**
- **All notifications of change or cancellation must be sent directly to Big White Central Reservations Groups Department in writing by email.**
- **All changes to Accommodation, Food & Beverage, Transportation/Porterage, Activities & Conference Rooms are subject to availability & any difference in rate.**
- ** If group drops below 20 people rate adjustment may apply.**
- **Lost Lift Tickets: each lift ticket has a unique number starting with WTP. This number must be recorded and presented to the Groups Department to receive a replacement ticket. Other tickets have a tear off stub.**
- **Big White Central Reservations Groups Department recommends that all guests purchase Trip Insurance. All injury refunds are to be claimed on individuals guest's trip insurance.**
- **The minimum age to reserve accommodation with Big White Central Reservations is 21 years old except for Bullet Creek Cabins and Towering Pines which is 25 years or older, Grizzly Lodge which is a minimum of 24 years old and Stonebridge Lodge which is 23 years or older. Upon check in ID will be required and a security deposit of the first night's rack accommodation charge or \$100 (whichever is greater).**

Big White Central Reservations Groups Department: 5315 Big White Road, Kelowna, BC, V1P 1P3
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